Pursuing Certification

5

The purpose of obtaining certification from a technology item's vendor is to get a guarantee, or at least a reasonable amount of confidence, that the item will continue to function properly beyond the year 2000.

In pursuing certification, you are requesting that the vendor sign a statement certifying that the technology item is year 2000 compliant. You also ask the vendor to inform you of the level of testing that has been done on the technology item and which operating systems, hardware, and firmware the vendor has used when testing the item.

The number of technology items you have decided to pursue for certification can affect how you go about communicating with the vendors. If you are pursuing certification for a large number of technology items in your organization, you may need to divide the task among several people. However, we recommend that only one person be in charge of maintaining the database.

You can use the BY2000 Risk Rating Model to print your certification requests. Read the section titled, "Printing Certification Requests" for more information.

Chapter Five

Understanding Testing Levels

The amount of testing a vendor performs on a technology item affects the confidence you can have that the item will function beyond the year 2000. BY2000 considers three testing levels a technology item could undergo. These testing levels directly relate to the item's Risk Rating.

Testing Level 1
The technology item has been configured and successfully tested, at least once, within a stand-alone test environment, simulating 1999 year-end processing and simulating processing within the year 2000.

Testing Level 2
The technology item has been configured and successfully tested, at least once, within a stand-alone test environment, simulating 1999 year-end processing and simulating processing within the year 2000. The technology item has also been tested in a complex environment, interacting with other commonly integrated or commonly interfaced systems, simulating 1999 year-end processing and simulating processing within the year 2000.

Testing Level 3
The technology item has been configured and successfully tested, at least once, within a stand-alone test environment, simulating 1999 year-end processing and simulating processing within the year 2000. Further, the technology item has been tested in a complex environment, interacting with other commonly integrated or commonly interfaced systems, simulating 1999 year-end processing and simulating processing within the year 2000.

The technology item has also been tested by a user group in a simulated production environment, with production data, completing any and all system functions through a complete business cycle. All testing was conducted simulating 1999 year-end processing and processing within the year 2000.

Pursuing Certification

Printing Certification Requests

You can use BY2000 to print certification request forms to vendors. For each vendor you are pursuing for certification, BY2000 prints four pages:

- A cover letter explaining your request.
- A Year 2000 Certification form for the vendor to sign *only* if the vendor certifies that the technology item is year 2000 compliant.
- A Year 2000 Compliance Status form for the vendor to indicate to you the level of testing that has been done on the technology item, as well as the operating systems, hardware, and firmware that have been tested. You should obtain this information, whether or not the vendor certifies the item.
- An Appendix explaining the testing levels as defined by BY2000.

Open a technology item's record for which you want to print a certification request and click the Certification Tracking Information tab. (You can also gain access to this tab by choosing Modules→Inventory→System Tracking.)

Choose Modules→ Inventory→System Tracking to view the Certification Tracking Information tab.

This tab displays the Product Name, as well as the hardware, firmware, and operating system information for the record you are viewing.

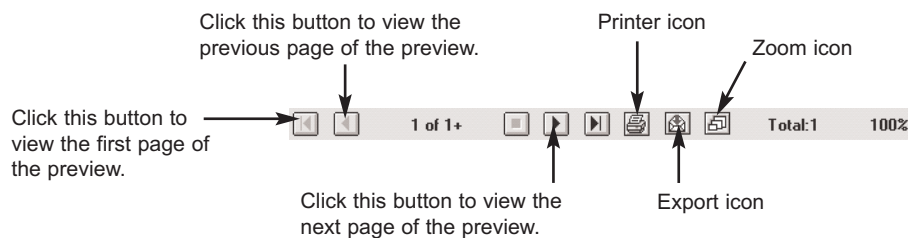Enter a response deadline in the box labeled "All correspondence should be received by."

Important: Make sure the response deadline you enter gives you enough time to take alternative measures if the vendor fails to respond or fails to certify the technology item.

Click the Print Certification Templates button. If you have not entered all of the information necessary to print, a dialog box opens informing you of the information needed.

If you have entered all of the necessary information, BY2000 prints a preview of the certification request forms.

Chapter Five

Use the Arrow buttons at the top of the screen to view the pages of the preview. Use the Zoom icon to reduce or enlarge the size of the preview.

Click this button to view the previous page of the preview.

Printer icon

Zoom icon

Click this button to view the first page of the preview.

1 of 1+   Total:1   100%

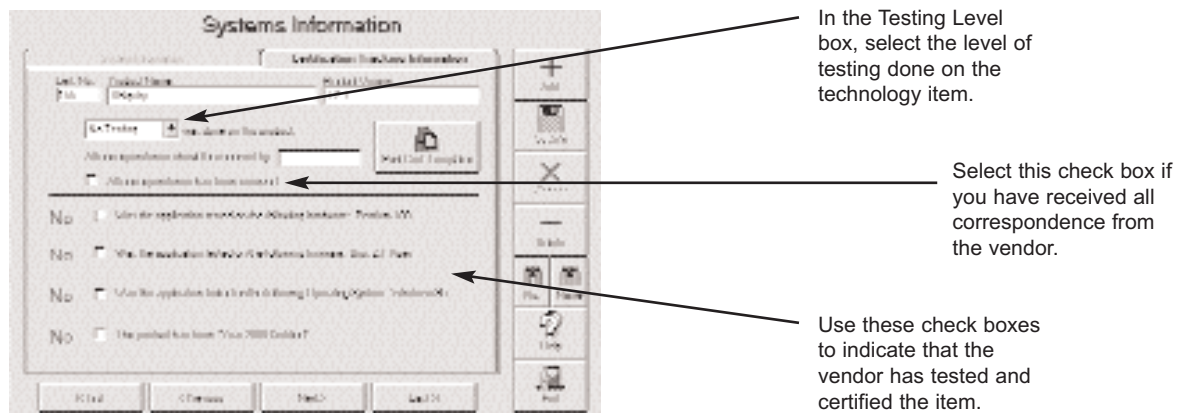Click this button to view the next page of the preview.

Export icon

If the information is correct, click the Printer icon to print the request.

If there is not a printer connected to your computer, you can export the file to be printed from another computer by clicking the Export icon (which looks like an envelope).

Tracking Certification in the Database

When you receive a response from a vendor, open the technology item's record and click the Certification Tracking Information tab. (You can also gain access to this tab by choosing Modules→Inventory→System Tracking.)

In the Testing Level box, select the level of testing done on the technology item.

Select this check box if you have received all correspondence from the vendor.

Use these check boxes to indicate that the vendor has tested and certified the item.

Type or select the level of testing the vendor indicates was done on the technology item in the Testing Level box. *No Testing* is selected in this box by default.

If you have received all of the correspondence you expect to receive from the vendor, select the check box labeled "All correspondence has been received."

Pursuing Certification

A check box appears to the left of the hardware, firmware, and operating system information for you to track whether these items have been tested. If the check box is deselected, a red "No" appears on the left, indicating that the vendor has not tested the technology item with that particular hardware, firmware or operating system. If the vendor *has* tested the technology item with the specified hardware, firmware, or operating system, select the appropriate check box. A green "Yes" appears on the left.

If you didn't enter hardware, firmware, or operating system information for the technology item, no check box appears. You must enter this information from the System Information tab.

If the vendor has signed the Year 2000 Certification form, select the check box at the bottom of the screen to indicate that the product has been Year 2000 Certified.

Important: Do not select any of the check boxes unless you have *written verification on file from the vendor* stating that the technology item has been tested with the hardware, firmware, and operating system you specified.

Once you've entered all of the feedback you receive from a vendor, click Update to save the record in the database. BY2000 updates your Risk Rating according to the information you entered.

Keep all of the responses you receive from vendors in the section of this binder reserved for *Vendor Response Documents*.

As you communicate with vendors and continue to update the records in your database, pay close attention to your overall Risk Rating, and the Risk Rating for each technology item. The BY2000 Reports feature, discussed in the next section, helps you do this.

As you monitor the status of your preparation for the year 2000, develop a Year 2000 Contingency Plan. The final chapter of this manual, "Planning Beyond 2000," discusses the issues you need to address as you look ahead to the year 2000 and beyond.